

PUBLIC SAFETY COMMUNICATIONS

Presentation by
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Public Safety Communications

- ▣ 911
- ▣ Radio
- ▣ Rip and Run Printers
- ▣ Active 911
- ▣ Text Data
- ▣ Mobile Data Computers

9-1-1

- ▣ Telephone operators original answering point for emergencies
- ▣ Dial tones replaced operator directed calling
- ▣ Phone centers more centralized – less local.
- ▣ 1957 – National Association of Fire Chiefs recommended a single number for reporting fires

9-1-1

- 1967 – President's Commission on Law Enforcement and Administration of Justice recommended a single number for reporting all emergency situations.
- 9-1-1 easy to remember and fit into the North American Numbering Plan
- Centralized Automatic Message Accounting (CAMA) trunks used for billing could carry number data

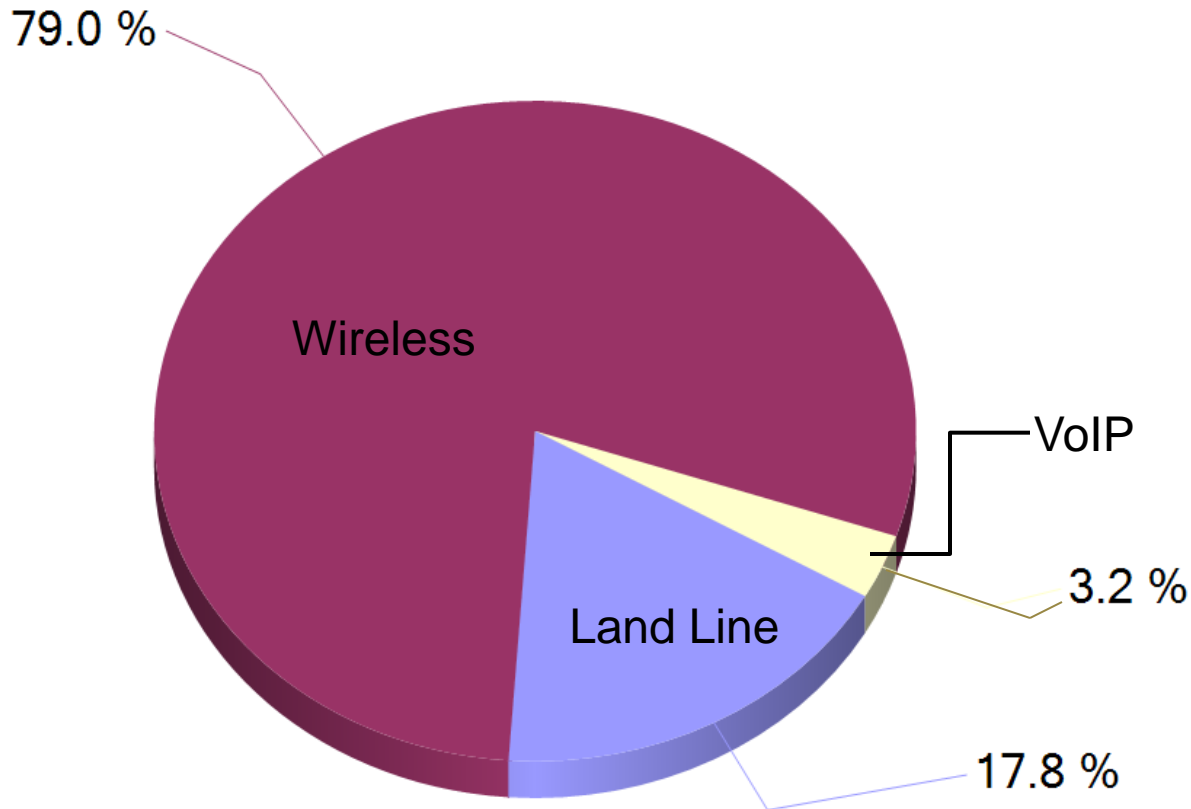
9-1-1

- Wireline (minority): Selective Routing uses Emergency Service Number (ESN) to direct call to the appropriate Primary Public Safety Answering Point (PSAP). The ESN also identifies the appropriate secondary PSAPs. When the call is delivered to the PSAP the automatic number information (ANI) queries the Master Street Address Guide (MSAG) and delivers the address associated with the number.

9-1-1

- ▣ Wireless: Cell phone towers direct caller to the most like primary PSAP. Towers typically have three directions – each can be directed with a different ESN.
- ▣ Phase 1 – Tower only
- ▣ Phase 2 – Location of caller within 300 meters

Distribution of 9-1-1 calls in Montgomery County



Voice over Internet Protocol

- ▣ FCC requires VoIP services that connect to the PSTN must meet E911 obligations (providing caller's number).
- ▣ 911 service must be provided by VoIP provider
- ▣ VoIP provider must obtain physical location of customer when service is first connected.
- ▣ Customer must update information when traveling/moving

Montgomery County

In 1988:

- 50 published numbers for police, fire and EMS.
- 5 phone companies
- 35 phone prefixes
- 9-1-1 became active with a neutral call center to direct calls to the appropriate agency

Montgomery County

- ▣ Two Primary PSAPs
 - Montgomery County Sheriff's Office
 - Conroe Police Department

- ▣ Two Secondary PSAPs
 - The Woodlands Fire Department (14 FDs)
 - Montgomery County Hospital District (EMS and 1 FD)

View of CAD System



Incoming 9-1-1 Call

Jurion View 2 of 2 servers connected

File View Tools Help

Scale: 1:8000

Addresses Streets Points of Interest MilePosts Lat/Long Preplans Routing Incidents Orthos InfoTips Create Incident Show Restrictions

Legend

- ☒ Group < Montgomery >
 - ☒ Key Map
 - ☒ Address Points
 - ☒ Cell Towers
 - ☒ Landmarks
 - ☒ Major Roads
 - ☒ Streets_Montgomery
 - ☒ Driveways
 - ☒ Railroads
 - ☒ Water Lines
 - ☒ Water Bodies
 - ☒ Parks
 - ☐ MCO
 - ☐ Fire Box

Overview

9.47 miles

Incident Map Low Fire EMS

Wireless call [phase II]: 30.1916635, -95.5907750
 90% confident call is within 16 meters
 P: MONTGOMERY COUNTY SHERIFF
 F: MAGNOLIA FIRE
 M: MONTGOMERY COUNTY HOSPITAL DISTRICT

Incidents

My Incidents All Incidents Additional Incident Information

Position	Time	Phone#	CustomerName	Hou...	Unit#	Prefix	Name	Type	Suffix	Community	CoS	Other
00043				166		E	ELM CRESCENT			THE WOODLA...	RESD	
32	14:53	(4)	AT&T MOBILITY								WPH2	
28	14:38	(8)	TEXAS REGIONAL ...	1011			MEDICAL PLAZA	DR		THE WOODLA...	VBUS	X,Y DIFFERENT ...
30	14:38	(8)	T-MOBILE USA A3B...								WPH2	
30	14:38	(8)	T-MOBILE USA A3B...								WPH2	
00045	14:37	(2)	BASS, D	2			REFLECTION	PT		THE WOODLA...	RESD	
30	14:37	(8)	T-MOBILE USA A3B...								WPH2	

City

Zoom In

X: 3044216.4223 Y: 13994842.9189 Lat: 30.18704790 Long: -95.59483293 (N 30° 11' 13.372" W 95° 35' 41.396")

Verification and CAD Spill

Source: [Dropdown] Clear Form

Name: [Redacted] Send & Clear

Address: [Redacted] Cancel

City: PORTER TX Send To Q

Phone: [Redacted] 0 Ext: [Redacted] Duplicate Call

Facility/LZ: [Redacted] Protocol

Address: 22455 Ford Rd Cross Streets: STANART RD/L

Apt/Ste/Rm: [Redacted] Building: [Redacted]

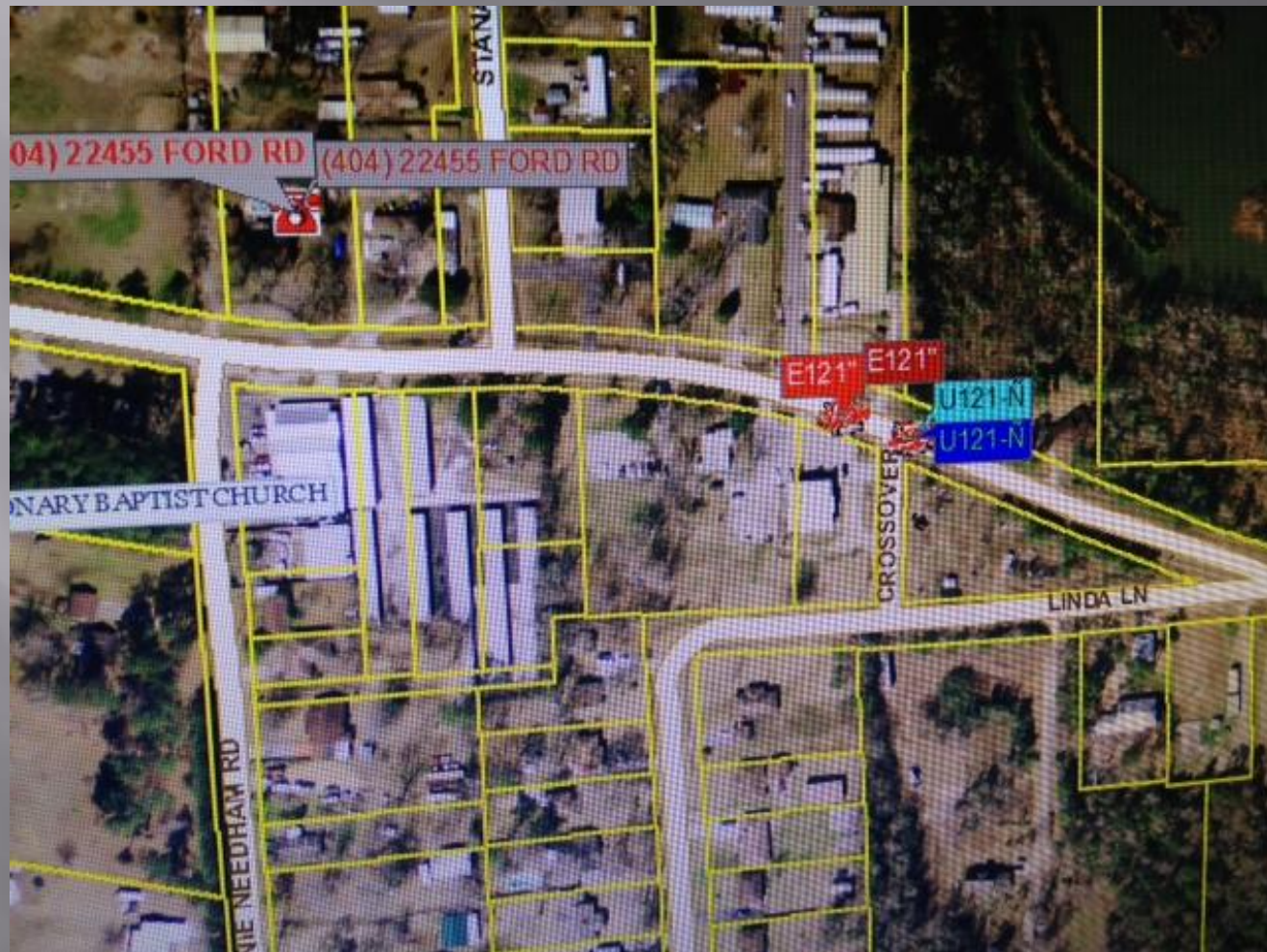
Nature: MVA Fire Map 577

Priority: Emergency Still/MVA

Comments: [Redacted]

Additional Information | Assignments | Activities | Call Backs | Comments/Notes | Edit

GIS Data



Station Alerting



Double click on the icon to hear the station alert sound.

Radio Response Channels

- ▣ FD 1: Dispatch
- ▣ FD 2: Single Unit Response
- ▣ FD 3: Medical Calls (MCHD)
- ▣ FD 4 : Motor Vehicle Incidents (Fire Dispatch)
- ▣ FD 5-8: Multi-Unit Responses

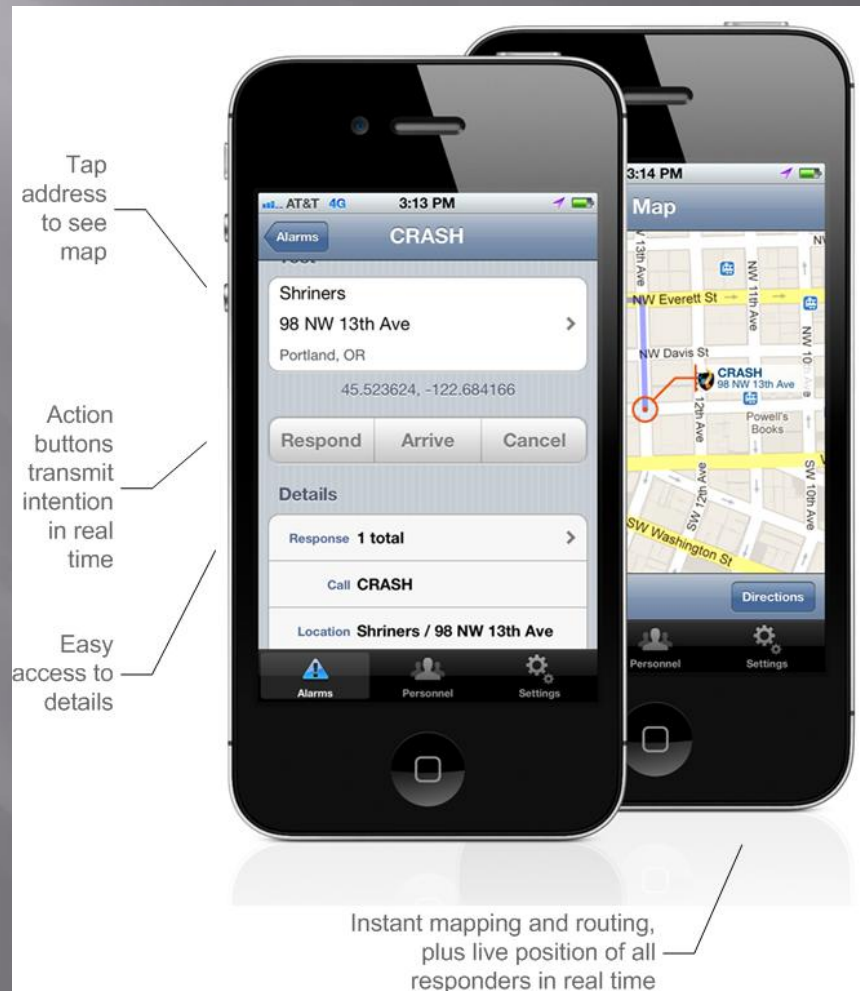
Talk Groups

- ▣ Lake Rescue
- ▣ Training
- ▣ Events
- ▣ Hazmat
- ▣ Operations (MCSO)

Station Alerting



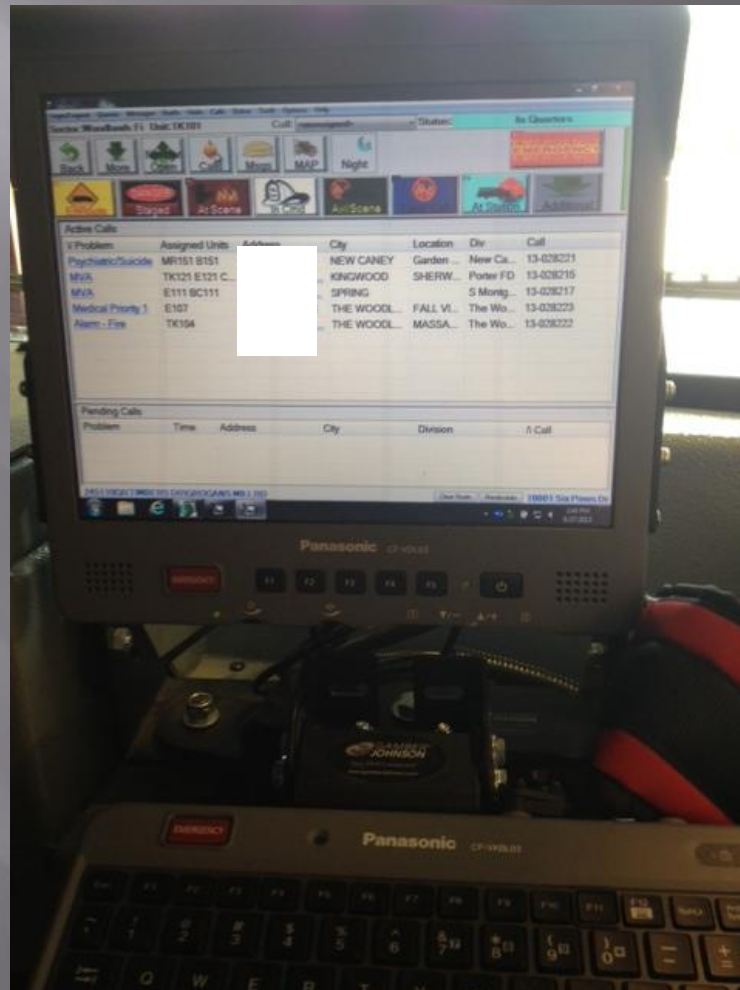
Active 911



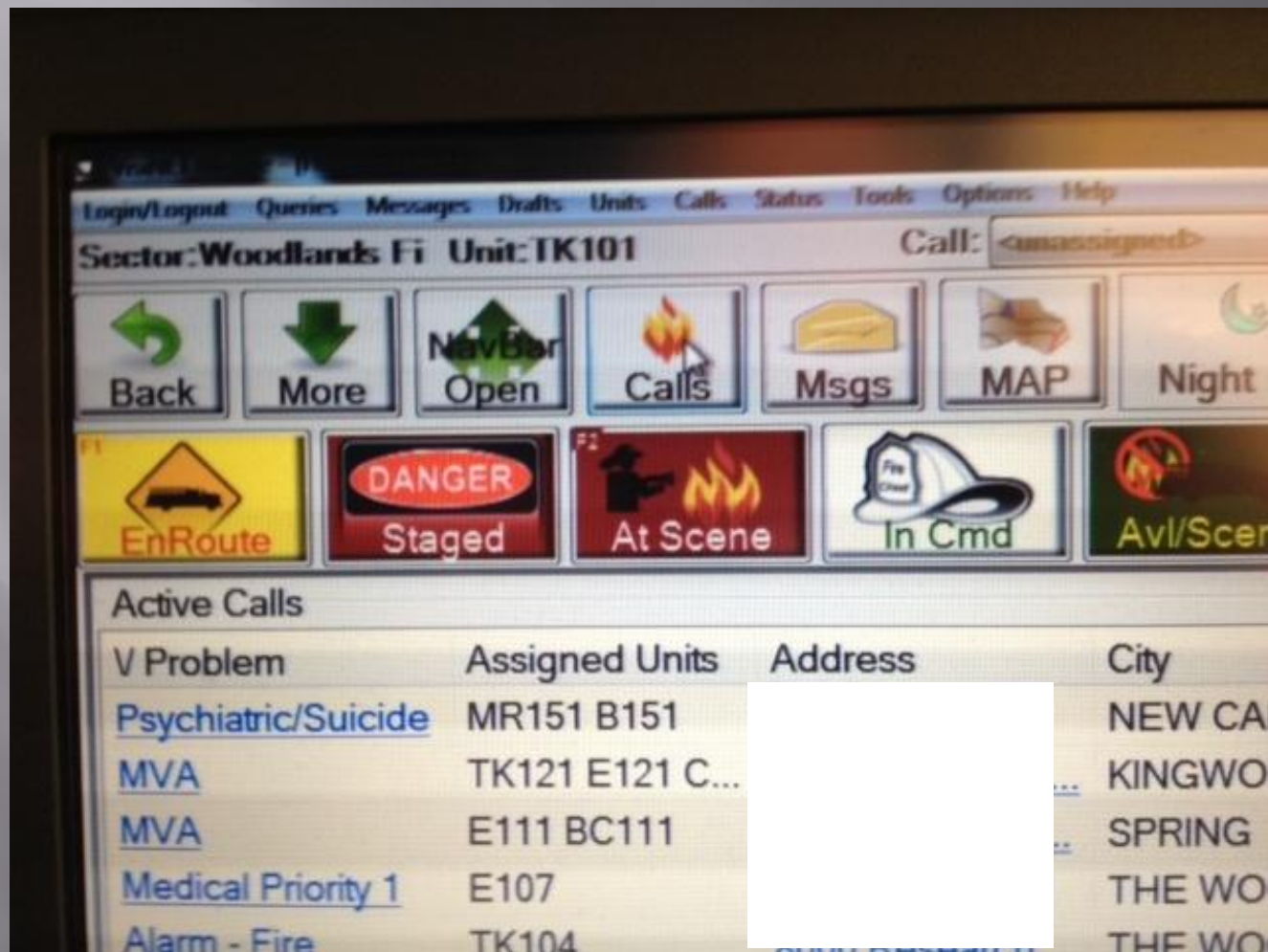
Email/Text Notification

- ▣ Structure - Apartment xxx-x xxxxx SIX
PINES DR FD5 251M
TK101,TK108,E101,E102,E111,BC101,BC1
11
- ▣ Note:13-028130 xxxxx SIX PINES DR xx)
Incident Under Control: 08/26/2013
23:07:04

Mobile Data Computers



MDC (inside firetruck)



Enhanced Location Information

- ▣ Physical Disabilities, Developmental Disabilities, Medical Conditions
- ▣ Photographs
- ▣ Emergency Contacts

Next Generation 9-1-1

- ▣ All devices will be capable of connecting to 911.
- ▣ PSAPs will be able to receive texts, photos and videos.
- ▣ Location identification
- ▣ Emergency Service Network will allow calls to be transferred without loss of call data.